



# iDMB

*A Newsletter for the Employees of the Department of Management and Budget*

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## New department intranet to enhance communication

Department of Management and Budget employees will have a new, powerful tool that can put information they need right at their fingertips beginning Aug. 16. That's the launch date of DMB's new intranet site, a resource that will connect employees across the department.

The intranet will look much like Internet Web pages, but it is an internal network for use by employees and is not accessible to the public.

As a dynamic resource that employees can organize to meet their needs, the intranet will enable employees to:

- Personalize their intranet home pages with links to information they use regularly.
- Locate regularly used forms and documents.
- Maintain personal task lists.
- Participate in surveys and polls.
- Submit suggestions.
- Participate in online discussions about pertinent topics, much like Internet chat rooms.



The intranet also will host iDMB and iDMB Weekly, the departmental newsletter and weekly news notes. Employees will still receive e-mail announcements as the issues are released, but those notes will link them to the editions on the intranet. Departmental information that needs to be communicated to all employees quickly also will be posted to the intranet site, where it will be available immediately.

Because it is a closed system, the intranet will only be accessible from state computers or from home computers using a secure ID access card provided by the state.

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# News from the Offices

## Business forums growing

DMB staff members who organize the department's Business Opportunity Forums are finding that interest in these traveling events is growing.

"The forums have been getting very busy," said **Claudia Allen**, a buyer specialist with Acquisition Services. "The word is getting out."

The sessions help business owners connect with representatives from government, universities and nonprofit organizations and learn about purchasing needs and processes. DMB organizes the forums, which are held across the state, but relies on officials from each community to host and publicize the events.

Allen said organizers at two locations promoted their

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## Intranet to debut Aug. 16

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Later this month, employees will receive GroupWise e-mail notes inviting them to register for the new resource. The note will contain a password and instructions for registration. Employees also will need their employee identification numbers to complete the process.

Much of the information contained on the site will be available to all employees; however, some pages and documents will only be accessible to individuals with permission to see them. This "permissioning" process offers a password-protected way for a group to share information about ongoing projects without making it available to the entire department.

The intranet also will offer a team-room feature that gives organized groups, such as project teams, a place to store, review and revise documents they share and pose questions of each other, much like a chat room. Only employees who have been identified as team members will be able to gain access to these "rooms."

More information will be released as the intranet becomes available for employee use. Employees who would like help using the site on Aug. 16 when it is launched may visit the DMB Learning Center on the second floor of the Cass Building. Staff will be available to answer questions and help employees register to use the site. The training resources will be available on that day from 8 a.m. to 4 p.m.

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## Director's Office displays art

Besides being a great place to do business, the DMB is now a great place to view art.

About a dozen pieces by students from Grand Ledge High School will be on display throughout the DMB Director's Office through August. The pieces include ceramics, pottery, sketches and watercolors.

**Marybeth Seppala**, personnel specialist in Organizational Services, worked with **Gayle Madison** of Grand Ledge High School to obtain the current collection. Seppala has contacted area school districts, asking them to supply student work for future display in DMB.

The artwork displays are part of DMB's effort to develop a "cool workplace." Employees are invited to view the artwork in the Director's Office on the first floor of the Lewis Cass Building.





# News from the Offices

## Forums

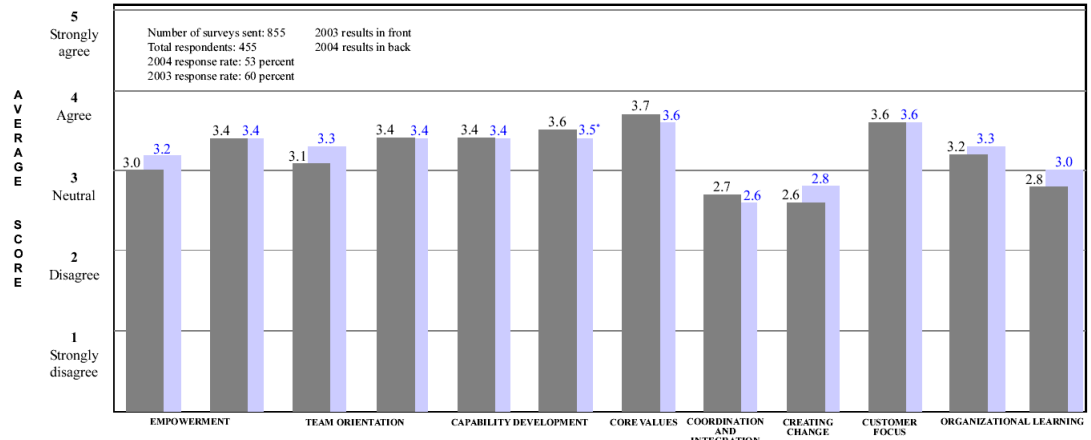
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events very aggressively. The Warren forum drew 102 participants and a Romulus session brought in 81 attendees. Attendance at other forums included Lansing, 66; Grand Rapids, 94; Southfield, 83; Ypsilanti/Ann Arbor, 40; and Benton Harbor, 39.

The business opportunity forums are offered annually. In the last few years, the number of forums has varied from 11 to 22 and total participants have ranged from 519 to 750. This year, 14 sessions have been scheduled across the state. The last forum will be held in Novi in October.

The forums are the collaborative effort of several state departments, including DMB, the Michigan Department of Transportation, the Michigan Economic Development Corp., the Department of Civil Rights and Michigan State Industries.

SUMMARY OF RESPONSES:  
DMB ORGANIZATIONAL ASSESSMENT  
MAY 2004



## Survey results remain steady

Employees' assessment of 12 factors in the Department of Management and Budget remained steady in the second year of the department's organizational survey.

A total of 855 employees received e-mail notes that linked them to the Web survey; 455 responded, for a rate of 53 percent. In 2003, 863 survey invitations were sent, and 521 people replied, a response rate of 60 percent.

"As busy as people are, I'm appreciative so many took the time to answer the questions," said **Tim McCormick**, director of Organizational Development.

All DMB employees were invited to take the survey between May 19 and June 2. The survey asked 12 questions in areas ranging from sharing information to encouraging innovation and taking risks. Employees used a numeric scale to rank whether they agreed or strongly agreed with a statement, felt neutral, or disagreed or strongly disagreed with a statement.

Department-wide, responses for the questions did not show great shifts. The items that scored highest and lowest in the 2003 survey held the same rankings in 2004.

Employees responded most favorably when asked whether DMB followed an ethical code, linked customer input with decisions, and had the skills needed to do their jobs. They gave the lowest marks to flexibility of processes and ease of change, ease of project coordination across DMB, and encouragement and reward of innovation and risk taking.

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# News from the Offices

## Kudos

When a public facility is built, constructing and opening it are just a few steps in the process. Operating and maintaining it involve a number of people over many decades.

## Living the Values

**Joel Hoffman**, DMB safety and health manager, recently pointed out the roles of a number of department employees in planning the ongoing operation of Michigan Veterans' Memorial Park, which is located adjacent to the Hall of Justice. He described their efforts as great examples of DMB's value of teamwork.

These employees included:

- **Tom Kane**, who joined strategy meetings and conference calls with the commission chair that were instrumental in obtaining commission approval for the maintenance proposal.
- **Keith Paasch** and **Todd Perry**, who helped prepare the monument and park maintenance proposal.
- **Howard Pizzo**, **Cindy Johnson** and **Dane**

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## DMBusiness: Retirement staff cuts costs and enhances services

*Each month, DMBusiness offers perspectives on Department of Management and Budget priorities. This month, Retirement Services Director **Chris DeRose** answers questions that affect the department for 2004.*

**What is your office doing to support DMB's 2004 priorities?**

I guess the first thing we're doing is helping state government save money. We have renegotiated our contracts with vendors and reduced our spending in concert with the governor's leadership on the budget.

In addition, our staff members have come up with innovative ideas to save money and improve service. A suggestion from one of our staff now enables school districts to request large quantities of our publications by filling out an online form and sending their request by e-mail. Previously, this required customers to call the office and a staff member to manually complete the form and send the materials. This new procedure saves time, paper and staff hours. Another suggestion was to switch the toll-free phone-line carrier. By switching carriers, we achieved a 49 percent reduction in per-minute call costs - or almost \$60,000 in annual savings!

Perhaps a more fundamental thing we are doing is serving as a model or pilot project for how organizations can improve service by focusing on how work gets done - through our processes. Sounds pretty boring, but it ends up being one of the keys to our success. A process is just an organized group of related tasks that work together to deliver *service to a customer*. By identifying our processes, documenting them in process maps and measuring outcomes, we have become better at delivering consistent, high-quality service to our customers. The biggest benefits are that we regularly find more efficient ways to operate, which ultimately means more and better service to our customers even though our workload has more than doubled in the last five years.

**What benefits will your office's efforts bring to DMB and state government?**

I think the primary benefit is to our customers. We serve one out of every 20 Michigan residents. They are receiving better service than ever, and we have high hopes of providing even better service in the next couple of years. With more and more public school employees, state employees, judges and state troopers approaching retirement age, this is very important.

**What do you need from all of us in DMB to help you succeed in your effort?** Feedback. Everyone in DMB is a customer of our office. We appreciate knowing when we've done well, and we learn from situations where we don't do as well.

# News from the Offices

## DMB seeks space for health staff

DMB is seeking office space to house Department of Community Health staff now working in the Baker-Olin buildings and other leased space. The request for proposals asks for sealed bids no later than Sept. 15.

The space need comes as a result of a \$10 million federal grant to the Department of Military and Veterans Affairs to renovate and occupy the Baker-Olin location in fall 2005.

The space is sought in accordance with Executive Directive 2003-22, which directs state offices to be located in urban downtown districts or brownfield sites and to reuse historical buildings when possible. The lease length must be 16 or 21 years, and facilities must have at least 120,000 usable internal

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## New strategic director guides state's real estate strategy

In her new job as director of DMB's Strategic Development Division, Terri Fitzpatrick has a number of responsibilities in her job description. In the coming months, she will be occupied with developing DMB's strategic space plan, disposing of surplus state property and working with contractors, among other things.

It's a job Fitzpatrick already knows very well.

Fitzpatrick has worked in the real estate industry nearly 20 years - the last 10 of them managing land and real estate planning, project and business management, and community and gaming development for the Sault Ste. Marie Tribe of the Chippewa Indians, of which she is a member. It was a job that divided her time between the Sault and the tribe's Greektown Casino in Detroit.

"This job is really what I have done while working for the tribe," Fitzpatrick said of her new position.

"Obviously, the state owns and leases more property, but the principles are the same. I thought it was a very exciting challenge and that I could bring a lot to the job with my background and experience."

Tom Saxton, director of Strategic Asset Management and Fitzpatrick's supervisor, agrees.

"Terri's years of experience dealing with complex real estate and legal issues will be an invaluable asset as we streamline the state's real estate portfolio, sell surplus property and implement the strategic space plan," he said.

Although she has only been on the job since the beginning of July, she already seems to be feeling right at home.

"I just love it," she said. "The people I'm working around are solid. It's a great team."



Terri Fitzpatrick



# News from the Offices

## Kudos

(Continued from page 4)

**Hengesbach**, who participated in strategy meetings, reviewed executive orders, and prepared and presented financial information to the park commission.

- **Steve Benkovsky**, who drafted policy and guidelines for park use. He and **Bob Bierwagen** and **Anita Stevens** volunteered to help park commissioners screen requests and offer guidance to groups that ask to use the park.

- **Jeanette Doll**, who coordinated efforts for the park commission.

- **Sue Horvath**, who clarified executive orders for the DMB team and guided them.

- **Sergio Paneque**, who offered to identify the best approach to use if additional park acreage was needed.

"As a result of the effort of the DMB team," Hoffman said, "the commission chair and the Michigan Veterans' Memorial Park Commission have a greater understanding of the role of DMB and their own role."

The commissioners approved the group's maintenance proposal unanimously.

## DMB buyer lived the values

DMB employee Maritza Garcia-Strong died Tuesday, July 27, 2004, after a year and a half struggle with breast cancer.

After graduating from Michigan State University with a bachelor of science degree in food systems, economics and management, Maritza began her career with state government in 1990 at the Department of State. In 2000, she joined DMB in Acquisition Services as a buyer. She earned her certification as a certified public professional buyer (CPPB) in 2002. In 2003, Maritza joined the Strategic Business Development Division of Acquisition Services as an information technology buyer.

When asked to describe Maritza, Sean Carlson, director of Acquisition Services, stated, "In tough times, our values are tested. Maritza faced these tough times head on, and her values never wavered. Maritza lived the values of excellence, inclusion, integrity, teamwork, growth and fun. She lived these values at work and at home. She epitomized the values we have all been talking about, and her impact on this organization will not be forgotten."

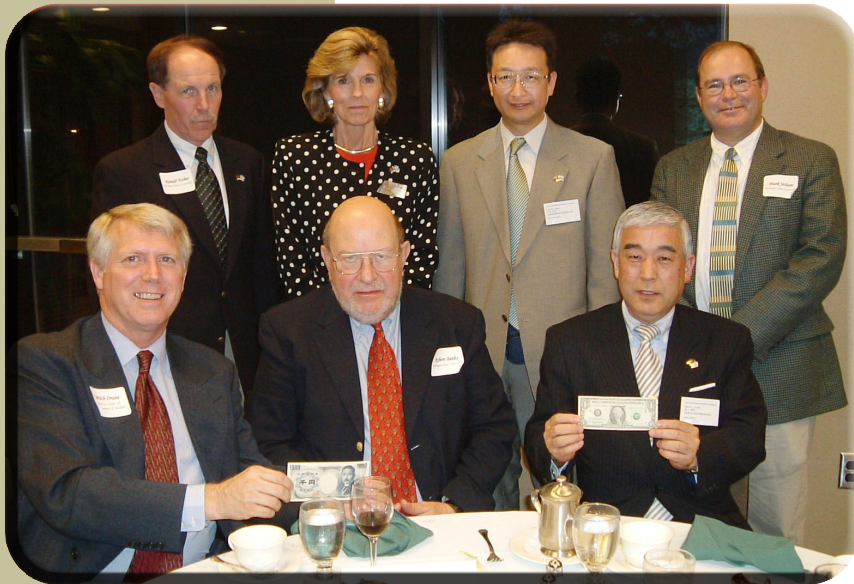
Tony DesChenes, director of Strategic Business Development, added, "The diagnosis and treatments didn't stop Maritza from being a dedicated and professional employee. Maritza always maintained a positive attitude and never hesitated to take on more work or difficult projects. I believe that if you had the opportunity to ask everyone who has had the pleasure of working with Maritza, they would all describe her as professional, warm, very hard working and kind. Maritza has left an indelible mark on Acquisition Services and those she worked with."

She was also an active member of St. Joseph the Worker Church in Grand Rapids.

Maritza is survived by her husband, Terry; her children, Isaiah, Kez and Antonio; and by many relatives and friends. A funeral service was held July 31 at the Holy Name of Jesus Church in Grand Rapids. Those wishing to assist the family may send donations to Carmen Ramos, 3422 Badger SW, Grand Rapids, Mich. 49509, for trust funds to be established for the children's college educations.



# News from the Offices



In tough budget times, Michigan officials are stretching every dollar, and Japanese officials are doing the same with every yen. Last week, Lansing-area officials hosted dignitaries from Japan's Shiga Prefecture, Michigan's sister state. Members of the group included (front row) DMB Director **Mitch Irwin**, MSU Assistant Provost **Robert Banks**, Shiga Treasurer **Hironobu Ikeguchi**, (back row) MSU Honors College Director **Ronald Fisher**, MSU Associate Dean of International Studies and Programs **Dawn Pysarchik**, Internal Affairs Senior Manager **Hideharu Yamamoto** and MSU Associate Professor of Geography and Urban and Regional Planning **Mark Wilson**.

## Lansing area hosts Japanese visitors

The state of Michigan recently welcomed visitors from its Japanese sister state, the Shiga Prefecture.

The longstanding relationship began in 1968 between governments that shared a common respect for their most precious natural resources: large, freshwater lakes. Shiga boasts Lake Biwa, Japan's oldest and largest lake, which provides drinking water for some 14 million people.

Over the years, the friendship blossomed to include goodwill missions, the Japan Center for Michigan Universities, and the establishment of several sister city relationships. Hundreds of citizens, government officials, teachers and students have benefited from the opportunity to exchange ideas and learn more about each other's cultures.

Shiga Treasurer **Hironobu Ikeguchi** and staff met with DMB Director **Mitch Irwin** and State Treasurer **Jay Rising**, who served as representatives for Governor **Jennifer Granholm**. Ikeguchi and his staff toured Treasury Department offices to learn more about the state's tax collection process and investment practices.

Meanwhile, a large contingent of Japanese citizens participating in the goodwill mission took part in home stays with area residents.



# News from the Offices

## Commission revises auto guidelines

At its July 22 meeting, the Civil Service Commission approved two FY-04 changes that affect employees who use personal vehicles for state business.

The commission increased the standard reimbursement rate to .327 cents per mile for employees who drive personal vehicles instead of state vehicles. The previous rate was .305 cents per mile.

The commission also authorized reimbursement of employees' personal automobile insurance deductibles if employees are involved in accidents while driving personal vehicles for work purposes. The commission authorized reimbursement up to \$500 per accident. The State Administrative Board will not authorize

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## Crew tackles biggest move ever

DMB Logistics' Transportation Services tackled its largest single-day office move ever Saturday, July 17.

The move was part of an ongoing project by the Attorney General's Office to consolidate its geographically dispersed offices into the Williams Building. The move involved bringing offices from One Michigan Place, Constitution Hall and the Grand Tower to the Williams Building.

Twenty-one DMB Logistics personnel used four tractor-trailers and four medium-duty trucks to transport approximately 10,000 moving boxes and more than 100 pieces of furniture. The work had to be done on a Saturday to avoid traffic problems caused by Capitol Loop construction and because commercially leased buildings often prohibit moving on business days when there isn't adequate parking for tractor-trailers.

One major challenge resulted from the inability to access the loading docks at the Williams Building because of the Ottawa Street closure. The moving crew worked around the problem by unloading trucks at the Mason Building dock and using fork lifts to transport pallets of moving boxes and furniture through the underground parking ramp to the Williams dock.

DMB completed the job in 11 hours - one hour less than the estimate quoted to the Attorney General's Office and at a cost from 40 percent to 50 percent lower than a contract vendor would have charged.

DMB personnel involved in the move were

**Jeff Bailey, Bruce Cole, Dale Dipple, Shawn Doolittle, Stan Goodrich, Rob Marinez, Rick Miles, Chris Murphy, Jose Pacheco, Larry Schneeberger, Dave Slocum, Ralph Smith, Mike Stephens, Dave Stillson, Juan Suarez, Brent Thelen, Jim Thomas, Rick Vance, Dan Ward, Dave Weber and Chuck Whiting.**





# News from the Offices

## Michigan earns top digital honors

The state of Michigan was honored as the nation's top digital state at the recent National Governor's Association meeting in Seattle.

The Center for Digital Government recognized Michigan's efforts to use digital technology to serve customers.

"Michigan has exhibited a tremendous amount of leadership and determination," said Cathilea Robinett, director of the center. "They have made bold moves to advance Michigan as a leader in the global economy and have been devoted to providing the highest level of service to their customers."

The Center for Digital Government is a national research and advisory institute that provides government, industry and education leaders with decision support, research and educational resources to help them effectively incorporate new technologies in the 21st century. It is based in Folsom, Calif.

## DMB studying UP space needs

Director Mitch Irwin, DMB Strategic Asset Management staff, and members of its consultant team recently examined state-owned and leased buildings in Iron Mountain, Escanaba and Traverse City to determine current and future space needs.

In addition to assessing whether state employees have suitable space in which to work and serve citizens, DMB is exploring the potential for state and local offices to share space.

"Providing a one-stop shop where the public can access several government services in one trip is not only more convenient, it makes better economic sense," said Irwin. "It can require a fair amount of coordination, but judging by the high interest from local officials, the will is there."



During a recent trip to the Upper Peninsula, Lansing DMB staff and site managers discussed the potential for state and local government offices to share business space. **Bob Adams**, Upper Peninsula regional supervisor for the Design and Construction Division (left), and **Sid Andrews**, facility manager (right), review space use with DMB Director **Mitch Irwin** at the newly renovated Escanaba State Office Building.

**Sid Andrews**, facility manager for the Escanaba State Office Building, agreed. "I'm hoping that down the road we can work with not only our own state agencies, but city and county agencies, also, to help use state space more efficiently," he said.

The Escanaba office currently houses employees from DMB, Department of State, Attorney General and the Family Independence Agency, among others.

While in Escanaba, Irwin met employees and toured the building's extensive renovation. The project, begun in October 2003, is the largest renovation the building has seen since it was built in 1955 and 1956. Updates have included a new roof, sprinkler and fire alarm system, windows, doors, carpeting and other items to bring the facility up to code.

# News from the Offices

## Space sought for DCH offices

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square feet of office space capable of housing approximately 600 employees. Up to three separate locations will be allowed to fulfill the space requirement.

More information about bid requirements can be found at [www.michigan.gov/dmb-red](http://www.michigan.gov/dmb-red).

## Reimbursement rate goes up

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reimbursement if it determines an employee was grossly negligent or the accident resulted from an intentional act.

The Administrative Board claim form can be found at [www.michigan.gov/doingbusiness](http://www.michigan.gov/doingbusiness). Select the State Administrative Board link in the left bar of the Web page, followed by the Claim Form link, which is also on the left side of the page.

## DMB survey results hold steady

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The survey numbers did reflect significant progress in the areas of teamwork and flexibility.

"Because teamwork is one value in the governor's initiative, it is especially gratifying to see that employees believe we are making progress in that area," McCormick said.

He wasn't surprised that most measurements between the two years showed only slight differences. He called the measurements a tool to stimulate discussion and focus efforts on areas that need strengthening.

"These are cultural measures," he said. "We are looking at trends, and these numbers are going to move slowly."

At the office level, some DMB areas saw more noticeable differences in their employees' responses.

"In the last year, these offices focused on the areas that employees ranked low and saw improvement as a result of their effort," McCormick said.

This week, McCormick began meeting with office directors to provide them with the preliminary information about the responses from employees in their own particular areas. Organizational Services is continuing to review and categorize employee responses to an open-ended question that invited employees to share comments with DMB leadership.



Warm, sunny weather quickly fills downtown sidewalks with all kinds of activity. A work crew at Lansing City Hall takes advantage of the fine forecast to make progress on the Capitol Loop project (left), while a furry friend enjoys "lunch" outside the Peanut Shop on Washington Square.

## Sidewalk scenes





# News from the Offices

## Bids sought for Ypsilanti hospital site

The Department of Management and Budget has issued an invitation to bid for the sale of 690 acres of surplus land in Washtenaw County.

The property, which is located in York Township, is the current site of the Ypsilanti Regional Psychiatric Hospital. The hospital is scheduled to close with the expected opening of an adjacent psychiatric facility this fall.

The invitation to bid and other documents related to the sale can be viewed at [www.michigan.gov/strategic-development](http://www.michigan.gov/strategic-development).

Bids are due Aug. 16 at 10 a.m.



## Storm cleanup requires safety sense

A wide range of natural disasters occurs within the United States every year that can have a devastating effect on you and your home. You can greatly reduce your chances of becoming a fire casualty by identifying potential hazards and following the outlined safety tips.

### Potential fire-related hazards during and after a summer storm

- Lightning associated with thunderstorms generates a variety of fire hazards. The power of lightning's electrical charge and intense heat can electrocute on contact, splitting trees and causing fires.
- Pools of water and even appliances can be electrically charged.
- Appliances that have been exposed to water can short circuit and become a fire hazard.
- Generators are often used during power outages. Generators that are not properly used and maintained can be very hazardous.



### Electrical safety

- Assume all wires on the ground are electrically charged. This includes cable TV feeds.
- Be aware of and avoid downed utility lines. Report downed or damaged power lines to the utility company or emergency services.
- Remove standing water, wet carpets and furnishings. Air dry your home with good ventilation before restoring power.
- Have a licensed electrician check your home for damage.

### Generator safety

- Use a generator or other fuel-powered machines outside the home. Carbon monoxide fumes are odorless and can quickly overwhelm you indoors.
- Use the appropriate size and type power cords to carry the electrical load. Overloaded cords can overheat and cause fires.

### And remember...

- Smoke alarms should be installed on every level of your home.
- All smoke alarms should be tested monthly. All batteries should be replaced with new ones at least once a year.
- Some smoke alarms may depend on your home's electrical service and could be inoperative during a power outage. Check if your smoke alarm uses a back-up battery and install a new battery at least once a year. **11**



# News from the Offices

## Correspondents:

### Acquisition Services

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Penny Saïtes

### Agency Services

Geneva Hawthorne

### Director's Office

Jeanette Doll

### Financial Services

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Tim McCormick

*iDMB* is an electronic newsletter produced monthly by Organizational Services for the employees of the Department of Management and Budget. If you have questions or comments please call (517) 335-5283.

## DIT slaughters DMB, 8-0

The DMB team descended on the kickball field, primed and ready for a playful exchange with their counterparts in the Department of Information Technology.

Without warning, in what can only be described as a collective act of bitter revenge for a lifetime of snuggies and swirlies, the DIT machine unleashed a merciless slaughter fest on the hapless DMB, sending ball after ball into the stratosphere and cackling with delight as they trotted the bases.

"Where's the love?" shouted Coach **Mitch Irwin**, as another giddy DIT runner rounded the bags.

"How many outs is that?" queried **Bridget Medina**, with a quiver in her voice.

Yes, it was apparent from the first pitch, this was a vendetta.

**Robbie Telesz** took the mound for DMB, being more accustomed to rolling 16 pound bowling balls on the semi-pro circuit. He had an ambitious approach that only proved fatal; his pitches were delivered like rockets with laser accuracy, allowing the DIT players effortless shots to midfield simply by placing their feet in the path of the projectiles.

**Tom Saxton**, **Penny Saïtes**, **Bridget Medina** and **Dave Quigley** appeared more like spectators at an air show than fielders, blue missiles sailing yards overhead. **Dan Stiles**, **Brian Turnbull** and **Terri Fitzpatrick** made frantic efforts to thwart the dizzying advance of the runners, as **Erica Waltmire** held post at home plate, functioning more as a greeter than a defensive threat. Spectator **Bernie Brink** was pulled from the stands and into the outfield to try and save the sinking ship. There was no hope.

Roars of laughter and cheers came in waves from the DIT faithful as the runs piled up for their team. The DMB crew looked helplessly to their thinning handful of followers for spiritual support, only to hear muffled giggles and the chirping of crickets. The damage was done.

Valiant efforts were made by all to even the scales and restore the pride of the team, but the adversary came too determined, and no chink in the armor was found. The innings passed in a blur.

When the battered kickball finally came to a stop and the dust settled on the diamond, the DMB conquered brushed the dirt from their brows, stood tall and assembled in a file to congratulate the snickering DIT team. Hands were extended in a goodwill gesture, but deep in the minds of all the DMB warriors, a rivalry had begun. Same game, same place, next year!



Coach **Mitch Irwin** gives words of encouragement as his team comes off the field.